



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Customer Support Specialist
(Bargaining)

PCN: 102322

DEPARTMENT/Location: Child Care Eligibility Unit/ Northland **P. R.:** O3

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Act as a receptionist/telephone screener; greet applicants, recipients, and visitors and provide necessary linkage with appropriate staff. Accept required verifications from customers and routes to assigned case manager. Provide support to caseworkers. Tracks movement and placement of child care recipients and certification status. Responds to general inquiries. Provide general information to applicants regarding required documentation necessary for proper eligibility determination. Explain the basic eligibility requirements and procedures to applicants/recipients. Conduct initial screening and registration of new application and secure case files from files area for use by the assigned case manager. Provide information to customers by telephone in response to general inquiries. Answer routine questions in reference to case status, benefits issuance, etc. Mail out customer's request for income verification, childcare, public assistance, Healthy Start, and PRC applications. Provide information to appropriate staff in response to inquiries received. Schedule customers electronically for appointments with case managers. Operate the photocopier, sort and distribute mail. Prepares photo I.D. cards. Receive pay-ins from customers for overpayments, I.D. cards, and returned warrants. Monitor case transfer alerts; assign incoming CRIS-E and childcare based on type of service to appropriate unit. Transfer outgoing CRIS-E and Childcare cases to appropriate center. Scan incoming and outgoing case files for tracking purposes. Forward case records and prepare for movement to other counties as requested. Request case records from other counties when applicable. Ensure information is located in content manager for case audits/reviews. For un-scanned filing, utilize the computer tracking system to identify case numbers for material received that needs to be included in a case record. Complete weekly and monthly reports. Participate in unit meetings and individual conferences.

MINIMUM QUALIFICATIONS: A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work; or any equivalent combination of training and experience.

STARTING SALARY: \$ 11.64 per hour. 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Tuesday, June 17, 2014

DEADLINE TO APPLY FOR INTERNAL APPLICANTS: Monday June 23, 2014

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Monday June 30, 2014

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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